

Pathways Counseling Center, Inc.
835 N. Locust St.
Ottawa, Ohio 45875
419-523-6862

ANONYMOUS CLIENT SATISFACTION SURVEY 2009 – 24 Returned

SERVICES PROVIDED: Please mark "x" for all that apply.

- | | |
|---|-------------------------------------|
| __ Individual Counseling (Alcohol/Drug) | __ Group Counseling (Alcohol/Drug) |
| 10_ Individual Counseling (Mental Health) | 2_ Group Counseling (Mental Health) |
| 1_ WrapAround Services | 8_ Psychiatric/Medication |
| | 7_ No Response |

DIRECTIONS: In order to improve the quality of services provided by our agency please circle the number that best represents your opinion. If you wish, please add comments in the spaces provided below.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree	
1. Appointments are made at times that are convenient for me.	1 19	2 5	3	4	5	
2. Cancelled appointments are rescheduled in a timely manner.	1 15	2 9	3	4	5	
3. Services provided are what I need.	1 18	2 5	3	4 1-#7	5	
4. If applicable, I am satisfied that service providers are culturally aware and/or competent.	1 16	2 5	3 2	4 1-#7	5	
5. I would recommend Pathways services to others?	1 17	2 6	3 1	4	5	
6. I am treated with dignity and respect.	1 19	2 5	3	4	5	
7. I feel I have been given hope.	1 16	2 6	3 2	4	5	
8. The services I receive are focused on recovery.	1 16	2 5	3 1	4 1-#7	5	N/A 1
9. My concerns are addressed during sessions.	1 16	2 7	3 1	4	5	
10. I am aware of choices concerning treatment, medications, etc.	1 17	2 5	3	4	5 1-#7	N/A 1
11. Access to service and facilities are appropriate.	1 18	2 4	3 1	4	5	N/A 1
12. Services received are effective.	1 16	2 7	3	4	5	N/A 1
13. Overall, I feel satisfied as a client of Pathways.	1 17	2 6	3	4	5 1-#7	

Comments:

Please include suggestions for improving our program:

1. Better reading material in your waiting room.
2. None.
3. Doing a great job.
5. Helping when I need. Your suppose to listen and when I say.
7. I do not totally agree that I should be a client. At times I felt the system is abusing me by keeping me as a client. A little inconsiderate.
8. Doing a good job
9. Have more outings. (All 1's on the questions)

Please list those things Pathways is currently doing well.

1. Calling me about my appointments.
3. Reminder of appointments by phone are a great help.
4. Very good speaking skills and come off strong.
5. Making me independent.
6. Very Professional. Wonderful help received getting thru difficult time. Very pleased in every respect of services received. Elaine has helped me improve my life and feel better about myself. Made life worth looking forward to! Helped me enjoy life again, made me realize I am somebody and worth something.
7. Responsive and courteous and punctual. My new counselor is very engaging and I am making certain steps toward a goal of wholeness.
9. Everything.
10. Helping me work through my problems.